



Programming Hub (formerly NORM)

DHCP to Static IP

Hello there!

Thanks for reading our guide on how to program **Hub** (formerly NORM) from using DHCP to a Static IP. Before you begin, please take a moment to read our short(ish) disclaimer.

Disclaimer

All rights reserved. This document may not be reproduced in any form or by any means graphically, electronically, or mechanically, including photocopying, recording, taping, or information storage and retrieval systems—without the written permission of the publisher, which is us, Kinective.

This document may not be reproduced without the express written consent of Major League Baseball, the Fellowship, the King of the North, or the Godfather himself. Common side effects of reading this disclaimer are: dry mouth; dizziness; problems sleeping; increased appetite; weight loss; weight gain; indigestion; nervousness; decreased or blurred vision; confusion; false sense of well-being; hallucinations; acne; eye pain; headaches; sensitivity to light; stunting of growth; swelling of feet or lower legs; unusual increase in hair growth; electric shock-like sensations; memory loss; restless legs syndrome; panic attacks; pretending to be on fire while coming down stairs; unexplained self-disappearing; playing chess with packaged meat; or the general inability to stay alive. All opinions expressed are either true or false. Choose at your own risk. Not recommended for children under 12 years of age. Batteries not included. Limit 1 per customer. Any resemblance to real documents, living or dead, is purely coincidental. No animals were harmed in the production of this document, but papers were. You must be present to win. This disclaimer does not represent in any way the policies, positions, or opinions of myself, my employer, my wife, my children, my brother, my friends, my lawyer, or anyone else for that matter. If you don't have time to read this, it's ok. This is just a standard disclaimer. Trust me, I'm a doctor. Ok, I'm not a real doctor, but I like to play one. There are no hidden messages revealed by reading this manual backwards. If you received this disclaimer in error, please add some nutmeg and egg whites, and place in a warm oven for 40 minutes. Appreciate the smaller things in lifelike shot glasses and travel-size soup. Don't press that button. In the event of a water landing, this document should not be used as a floatation device. This document is rated PG-13 by the Motion Picture Association of America. No anchovies unless otherwise specified. They're smelly and no one likes how they taste. Your warranty doesn't cover the following: misuse; accident such as lightning, flood, tornado, tsunami, volcanic eruption, earthquake, or hurricanes; neglect; damage from improper use; incorrect line voltage; unauthorized use; unauthorized repair; improper installation; broken antenna or marred cabinet; missing or altered serial numbers; electromagnetic radiation from nuclear blasts; sonic boom vibrations; any customer adjustments; and incidents due to a plane crash, ship sinking or taking on water, motor vehicle crashing, dropping the item, falling rocks, leaky roof, broken glass, mud slides, forest fire, hitting of a deer, milk coming out of your nose due to laughing while drinking, or projectiles, which can include, but are not limited to: arrows, bullet shots, BBs, shrapnel, lasers, napalm, torpedoes, emissions of X-rays, Alpha, Beta and Gamma rays, knives, stones, aerodynamic children, etc.

Are you still able to read this? If so, your eyes are great, and you get a gold star. Congratulations. You are the champion... my friend. And you'll keep on fighting, 'til the end. (Guitar power cord) You are the champion. You are the champion. No time for losers, cause you are the champion... of the world. 01000100 01101001 01100100 00100000 01111001 01101111 01110101 00100000 01110010 01100101

01100001 01101100 01101100 01111001 00100000 01101010 01110101 01110011 01110100 00100000 01110100 01110010 01100001 01101110 01110011 01110100 01100001 01110100 01100101

00100000 01110100 01101000 01101001 01110011 00111111.

Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.



Programming Hub (formerly NORM)

DHCP to Static IP

Introduction

This guide will walk you through the steps you need to follow to change the Gen 2 Hub device from its default DHCP setting to a Static IP address. This process is necessary for Hub to properly communicate with the Kinective Link (formerly S4) server. If your organization uses a different generation of Hub some of the following may be slightly different but should be close enough to get you through the changes.

If you have any trouble making this change, contact Kinective Support using the information on the last page of this document.

NOTE: If your organization doesn't want to use an IP address, your Network Administrator can also use the MAC Address reservation method.

Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.



Programming Hub (formerly NORM)

DHCP to Static IP

Prepare the Hub

There are two NIC ports on the Gen 2 Hub. Depending on your final configuration, you might use both ports on the Hub. To complete these steps, only connect a single network patch cable to the NIC 1 port.

Step 1 **Confirm network cable location**



Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.



Programming Hub (formerly NORM)

DHCP to Static IP

Depending on the generation of your Hub, the power cord may be different.

Step 2 Plug in power cable



Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.



Programming Hub (formerly NORM)

DHCP to Static IP

After plugging in the power, allow the Hub to boot up. This process will take between 40-60 seconds to complete.

Step 3 Wait for bootup to complete

The next step requires you to use network tools or other software like Netscan to search for the NIC1 (MAC) address. Use the label on the top of the Hub (shown below) to find the device's MAC address and use that to determine the IP address.

Step 4 Search DHCP Server or ARP table for IP address



Using the IP address you located from the previous step, open a browser and type in the IP of the Hub.

Example: <https://xxx.xxx.xxx.xxx>

Step 5 Type Hub IP in browser

Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.



DHCP to Static IP

The first time you login, use the default username and password.

Username: admin

Password: cfm123

If you want to change the password, use the Administrator Password option after login.

Step 6 Type **username and password** and click Sign In

The screenshot shows a 'Sign in' dialog box with the URL 'https://10.10.20.108'. It contains two input fields: 'Username' with the value 'admin' and 'Password' with masked characters '.....'. At the bottom right, there are two buttons: 'Sign in' (highlighted in blue) and 'Cancel'.

Step 7 Click **Network Option**

The screenshot shows the 'NORM Configuration Tool' interface. The 'Status' tab is selected, showing a table of system information. The CFM logo is in the top left, and navigation tabs for 'Status', 'Network', 'Administrator Password', and 'Reboot' are at the top.

Status	
Serial 1 (CDR):	19200 8N1
Serial 2 (Primary Coin):	9600 8N1
Serial 3 (Secondary Coin):	9600 8N1
MAC Address:	00:50:c2:4b
Host Name:	cdr0050c24b
Uptime:	6 days, 21:45:31



Programming Hub (formerly NORM)

DHCP to Static IP

Under Network Configuration, you will need to make changes to several options. In this step you will change the DHCP option from Enabled to Disabled using the dropdown menu next to DHCP.

Step 8 Click **Dropdown menu** and Select **Disabled**

The screenshot shows the 'NORM Configuration Tool' interface. At the top left is the 'CFM CASH FLOW MANAGER' logo. The main title is 'NORM Configuration Tool'. Below the title are four tabs: 'Status', 'Network' (which is selected and highlighted in blue), 'Administrator Password', and 'Reboot'. Under the 'Network' tab, the 'Network Configuration' section is visible. It contains several fields: 'DHCP' (a dropdown menu currently set to 'Enabled'), 'IP Address' (an empty text box), 'Netmask' (a dropdown menu currently set to '/8 (255.0.0.0)'), 'Default Gateway' (an empty text box), 'Primary DNS' (an empty text box), 'Secondary DNS' (an empty text box), and 'Domain' (an empty text box). A green arrow points to the 'DHCP' dropdown menu. At the bottom of the configuration area is a 'Save Network Settings' button.

You must enter the IP Address, Netmask and Gateway before Saving your settings. The Primary and Secondary DNS and the Domain are optional to complete this step.

Step 9 Click **Save Network Setting** button

The screenshot shows the 'NORM Configuration Tool' interface, similar to the previous one. The 'Network' tab is still selected. In the 'Network Configuration' section, the 'DHCP' dropdown menu is now set to 'Disabled'. The 'IP Address' field is filled with '10.10.20.108', the 'Netmask' dropdown menu is set to '/24 (255.255.255.0)', and the 'Default Gateway' field is filled with '10.10.20.1'. The 'Primary DNS', 'Secondary DNS', and 'Domain' fields remain empty. The 'Save Network Settings' button is still present at the bottom.

Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.



Programming Hub (formerly NORM)

DHCP to Static IP

For the changes to take effect on the Hub, a reboot is required..

Step 10 Click **Reboot** option

The screenshot shows the 'NORM Configuration Tool' interface. At the top left is the CFM logo (CASH FLOW MANAGER). The main title is 'NORM Configuration Tool'. Below the title are four tabs: 'Status', 'Network', 'Administrator Password', and 'Reboot'. The 'Network' tab is currently selected. Underneath, the 'Network Configuration' section contains several fields: 'DHCP' (set to 'Disabled'), 'IP Address' (10.10.20.108), 'Netmask' (24 (255.255.255.0)), 'Default Gateway' (10.10.20.1), 'Primary DNS', 'Secondary DNS', and 'Domain'. A 'Save Network Settings' button is located at the bottom. A green arrow points to the 'Reboot' tab.

Step 10 Confirm and click **Reboot** button

The screenshot shows the 'NORM Configuration Tool' interface with the 'Reboot' tab selected. The main title is 'NORM Configuration Tool'. Below the title are four tabs: 'Status', 'Network', 'Administrator Password', and 'Reboot'. The 'Reboot' tab is currently selected. Underneath, the 'Reboot NORM' section contains a confirmation prompt: 'Are You Sure?' with a dropdown menu set to 'Yes'. A 'Reboot' button is located below the confirmation prompt.

Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.



Programming Hub (formerly NORM)

DHCP to Static IP

Kinective Support

Kinective support is here to help! The Kinective Support Team is available Monday – Friday, 6am – 6pm MST. If you are having a critical issue during regular business hours, please call us at 888-KNECTIV (563-2848) and stay on the line so we can assist as quickly as possible. You can also email us at support@kinective.io and we will get back to you as soon as possible.

If you have an emergency outside normal business hours, we have a Specialist on-call waiting to assist. For urgent issues during this time, include Urgent in your Subject Line of your email and we will get back to you within the hour. All other non-urgent issues will be handled during our regular business hours.

Support Hours:

Monday-Friday

6am – 6pm, (UTC-0:700) Arizona

Saturday and Sunday

On-Call Support

Phone: 888-KNECTIV (563-2848)

Email: support@kinective.io

Fun Fact! Arizona is the only US State in the lower 48 states that does not observe Daylight Saving Time. That means we never change our clocks! During the months of Daylight Savings, we align with the Pacific Time Zone. The rest of the year you will find us hanging out with our friends in the Mountain Time Zone.

Confidential: Information, data and drawings embodied in this document are strictly confidential and are supplied on the understanding that they will be held confidentially and not disclosed to third parties without the prior written consent of Cash Flow Management, LLC.